

➤ **Qualifications**

- **Strategic Funding Program Manager** for the Arkansas Department of Information Systems (DIS). Work closely with the Arkansas Joint Legislative Committee for Advanced Communication and Information Technology.
- **State E-rate Coordinator** gained 100% participation of eligible schools in the filing of E-rate applications for funding years 2008, 2009, and 2010. As chair the Arkansas E-rate Work Group (AEWG) provide training and assistance to Arkansas applicants and service providers, and work with USAC management and FCC pertaining to Arkansas applicant issues.
- **Expert in full project management life cycle phases** utilizing best of practice PMI methodologies.
- **Exceptional communication skills** – expert in project communication, coordination, and control.
- **Superior leadership abilities** – able to motivate team members to function as a highly skilled and successful team.

➤ **Professional Experience**

**1991-Present Arkansas Department of Information Systems, Little Rock, AR**

**Strategic Funding Program Manager 2001-present**

- Provide project management leadership for two universal service programs.
  - Schools and Libraries E-rate Program – as chair of the Arkansas E-Rate work group, lead the efforts to interpret program rules and regulation for applicants and service providers. Coordinate responses for Arkansas to the FCC Notice of Proposed Rule Making (NPRM). Coordinate training for Arkansas applicants and service providers.
  - Rural Health Care Program – developed a process for Arkansas health care providers to submit timely rural health care applications.
  - Advisory Committee Member for Rural Health Care pilot program – Assist in the development and implementation of the Arkansas health care network.

**Telecommunications Engineer 1998-2001**

- Managed the state-wide communication system (Octel) for 1700 users.
- Developed and implemented IVRs for all AR state agencies...including the design and implementation of the Arkansas Attorney General's "Do Not Call" Hotline. This eventually led to the establishment and development of a national "Do Not Call" hotline.
- Developed a state-wide Centrex phone system for all AR state agencies.
- Project managed a phone system conversion from an Ericson PBX to a Windstream Centrex for a large Arkansas tri-county area.

**Telecommunications Analyst**

- Assisted Arkansas State agencies, boards and commissions with all telecommunication moves, adds, and changes...including various state building location moves.
- Managed the complete end to end service order process while providing the highest quality customer service to our end users.

**1990-1991 Rains Communication, Little Rock, AR**

**Telecommunications Consultant/Program Manager**

- Provided specifications for a medium sized business telecommunication system.
- Administered the procurement of all system components.
- Managed the implementation, quality assurance, and risk management of the installation of the telecommunication system.

**1974-1990 Worthen Bank & Trust Company, N.A. Worthen Service Corporation, Little Rock, AR**

**Telecommunications Manager/Customer Service Manager**

- As Telecommunications Manager, managed the day to day operation of a Rolm CBX telecommunications switching system. Responsible for the overall planning, directing, and resource management of the telecommunication system for the entire organization. Managed the daily activities of telecomm resources consisting of 2 switchboard operators.
- Successfully designed and installed a T-1 system between two bank facilities. This was the first T-1 system installed in the State of Arkansas.
- Managed the telecomm system for the bank company and supported all the member banks and their branches.
- Responsible for all provider telephone bills, reconciliation, and allocation of telephone costs to all bank divisions.
- While working closely with the data vendor Systematics (Now Alltel Financial), assisted in the design and implementation of a new employee security access system.

**➤ Awards • Certifications • Leadership**

- Recipient of the 2010 Arkansas Society for Technology in Education (ARKSTE) Award in recognition of outstanding leadership in the use of technology in teaching.
- Past president, board chair, founding member of the Arkansas Users of Telecommunications and Information Systems (AUTIS)
- Member of the Arkansas Telehealth and Oversight Management (ATOM) Advisory Committee and assisted in the development of the Rural Health Care application for a statewide tele-health network.
- Active participant in the State Coordinator's E-rate Alliance (SECA)
- Chair for the National Association of State Technology Directors (NASTD) E-rate for Schools and Libraries and Rural Health Care special interest group
- Active member of the Arkansas State Network working group.
- Project Management Professional Certification Oct 2001 – Certification # 39396
- Arkansas Government Manager Certification May 2010

**➤ Interests**

- Active member Project Management Institute
- Active member of Project Management Office Special Interest Group
- Personal interests include: making and collecting doll house miniatures; dogs; international travel; cooking; and crafts.